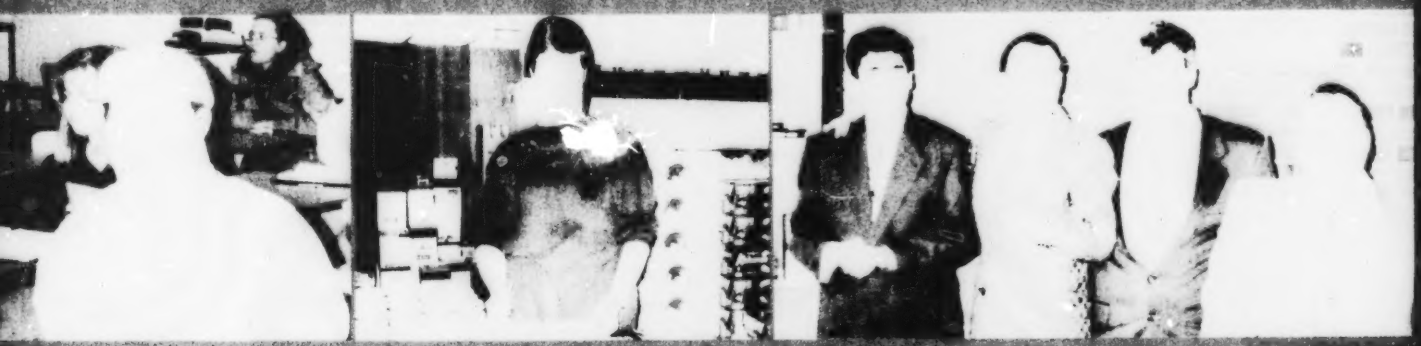
VISION

An Alberta that honors and respects the dignity and equal worth of citizens with developmental disabilities.

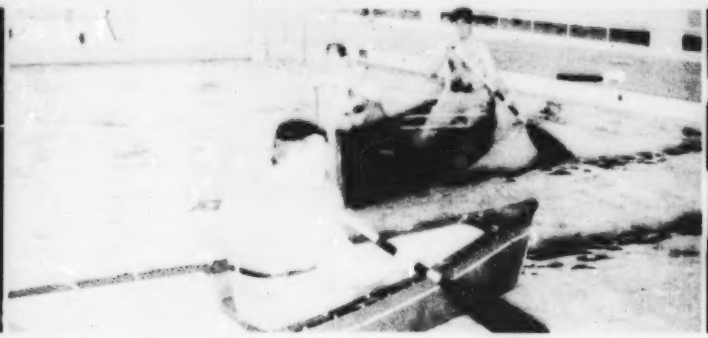


PERSONS WITH DEVELOPMENTAL DISABILITIES

2000.2001

ANNUAL REPORT

Persons with Developmental Disabilities



PERSONS WITH DEVELOPMENTAL DISABILITIES PROVINCIAL BOARD

VISION

An Alberta that honors and respects the dignity and equal worth of citizens with developmental disabilities.

We see people with developmental disabilities:

- living and participating in communities as full citizens
- having control and choice in the activities of their daily lives
- participating with other citizens in ordinary life activities of working, socializing and conducting daily affairs.

We see:

- supports and systems that enable people to reach their goals
- highly valued staff providing outstanding service
- a governance system that is responsive to individuals, families, guardians, and their community.

MISSION

We will lead in the creation of an Alberta that includes adults with developmental disabilities.

CORE BUSINESSES

- To develop, maintain and deliver quality programs and services to support persons with developmental disabilities.
- To promote the inclusion of persons with disabilities in community life.
- To ensure the community governance system is responsive to individuals with developmental disabilities, their families/guardians and their communities.

The PDD Provincial Board, in partnership with Community and Facility Boards, provides programs and services to support adults with developmental disabilities and their families/guardians, including:

- direct service and community living supports
- employment supports
- community access supports
- specialized community supports.

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PDD ANNUAL REPORT FOR THE YEAR 2000.2001

INTRODUCTION

This is the third annual report of the Persons with Developmental Disabilities (PDD) Alberta Provincial Board. It has been prepared in collaboration with the Community, Facility and Foundation Boards and reflects the accomplishments of the entire organization for the period April 1, 2000 to March 31, 2001.

During this time, the PDD Provincial Board was part of the Ministry of Health and Wellness, reporting to the Minister. At the close of the fiscal year, the PDD Provincial Board was re-assigned to Alberta Community Development. The Provincial Board now reports to the Minister of Community Development. Therefore, it is to both Hon. Gary Mar, Minister of Health and Wellness, and Hon. Gene Zwozdesky, Minister of Community Development, that the Persons with Developmental Disabilities Alberta Provincial Board respectfully submits this report.

ACCOUNTABILITY STATEMENT

The annual report for the Alberta Provincial Board for Persons with Developmental Disabilities for the year ended March 31, 2001, was prepared under my direction in accordance with the Government Accountability Act, the PDD Community Governance Act and government's accounting policies. All material economic or fiscal implications known as at May 23, 2001, have been considered in the preparation of this report.

Alan Anderton, Chair

PROVINCIAL CHAIR'S REPORT

The annual report for 2000 – 2001 summarizes the actions taken and results achieved in the past year to support our mission, creating an Alberta that includes adults with developmental disabilities in community life. This year we can report excellent progress, as a result of the combined efforts of the Provincial, Community, Foundation and Facility Boards.

The ***Building Better Bridges Report***, released by the Associate Minister of Health and Wellness in March 2000, clearly identified the issues around meeting the needs of adults with developmental disabilities. In addition to successfully implementing our 2000 – 2003 Provincial Board Business Plan and exceeding our targets, the Persons with Developmental Disabilities Provincial Board (PDD) has addressed the recommendations from ***Building Better Bridges*** that were within our scope.

2000 – 2001 has been a time of change. Our much anticipated new Board appointments were made in January 2001. I am delighted with the knowledge, energy and dedication of our new appointees. One of the first successes of the new Provincial Board was the recruitment of its new Chief Executive Officer, Garry Donald. We look forward to continued excellence under his management.

Finally, as the year ended, PDD was re-assigned to the Ministry of Community Development, as our former Associate Minister of Health and Wellness, Gene Zwozdesky, was appointed Minister of Community Development.

I wish to express my appreciation to the many people who made this a highly productive year. I look forward to working with them in 2001 – 2002.

Alan Anderton

BOARD MEMBERSHIP

Alan Anderton, Chair
Betty Thompson, Vice-Chair

Paul Renfree, Northwest
Don Schultz, Northeast
Jerry Archibald, Edmonton
Gayle Moss, Central
Keith Rolfe, Calgary
Sharon Rowntree, South

Blair Lundy, Michener

Betty Thompson

Norma Berg
Donna Desjardins
Donald Saunderson
Frank Schoenberger
Barbara Stewart

PROVINCIAL HIGHLIGHTS

- 37 PDD service providers were certified under the Alberta Association of Rehabilitation Centres' Creating Excellence Together Standards.
- PDD completed a provincial review of service intake and eligibility criteria.
- The Provincial Board ratified principles for determining individual support needs.
- The Provincial Board allocated funds for an innovative new research policy that will promote research by and for persons with developmental disabilities.
- An additional $24 million was allocated for wages for PDD community service provider staff.
- A provincial consultation on the PDD Community Rehabilitation Workforce Development Strategy was completed.
- PDD had a balanced budget, while providing supports to almost 8,000 individuals.

PEOPLE SERVED

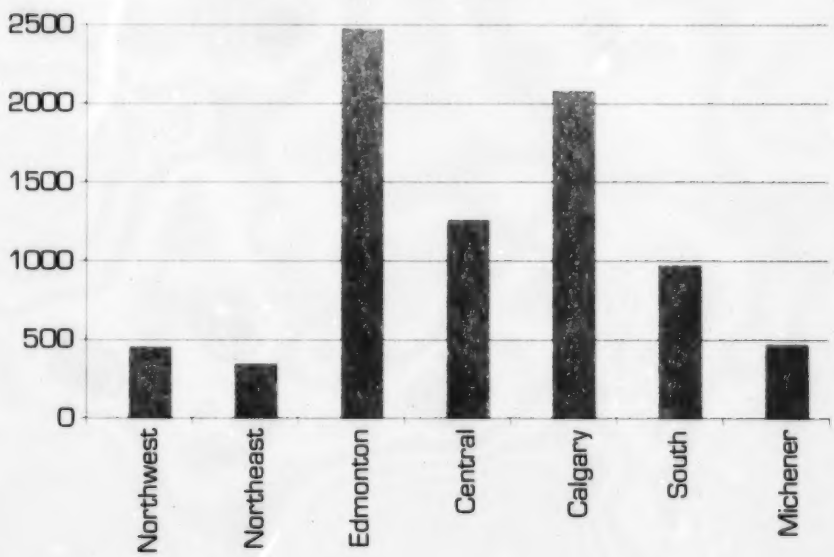
The PDD Provincial Board, in partnership with Community, Facility and Foundation Boards, provides supports to individuals with developmental disabilities who live throughout Alberta and are 18 years or older.

Supports fall into four primary categories:

- living supports;
- employment supports;
- access supports; and
- specialized supports.

In the 2000 – 2001 fiscal year, the PDD Boards provided supports and services to almost 8,000 individuals with developmental disabilities throughout Alberta. Chart 1 shows the distribution of individuals served by the boards. The Edmonton and Calgary Boards account for approximately 57 per cent of the individuals receiving PDD services.

2000 – 2001 PEOPLE SERVED



MITCH

Mitch, 21, lives in Clairmont, a small community about 10 minutes north of Grande Prairie. Mitch was involved in a dirt bike accident that left him with mental and physical disabilities. He was 12 years old when the accident occurred and made an amazing recovery in the six months that followed.

"One third of his brain was destroyed," explains his mom, Colleen. "Mitch can walk in spite of the paralysis on his left side, which in itself, is kind of a miracle."

Mitch lives at home with his mom and dad, Colleen and Ron. While he requires round-the-clock care, Mitch has a strong personality and a highly spirited take on life that has helped forge a very close bond with each member of his family.

As Colleen says, her son has "quite an amazing spark. He's very determined and he has a great sense of humour."

One example of his determination came during a PDD administration review.

"Mitch presented his position at that meeting," says Susan Mckenzie, Community Resource Manager for the PDD Northwest Region. "He addressed issues concerning his quality of life and the need for more flexible policies and supports to be put into place. He was a very articulate young man and left a strong impression. It was clear from that meeting that Mitch knows what he wants in life and his disability will not hold him back."

Before the accident, Mitch was an extremely active young man. He was into sky diving, parachuting, skiing, and biking. "It's still hard for him to accept that he cannot do the things he used to be able to do," says Colleen.

Mitch remains active and has a good relationship with Hector Menjivar, a caregiver hired by his mom who works with Mitch every day. They go swimming together, five days a week, and can be spotted around town enjoying various activities together on a regular basis. Mitch receives Community Access support from PDD and while he previously received services from an agency, Colleen now manages her son's complete care program.

"Mitch is a great guy," says Phyllis Stangier, a Community Services Coordinator with the PDD Northwest Regional Board's Grande Prairie office. "In my opinion, he is courageous and deals with his disability in a way that is encouraging for others. He does not let it get him down. He still loves the thrill of "living on the wild side" and we, as his support group, talk about how we can help him accomplish these things without risk."

Phyllis sees Mitch as an inspiration to others as he moves forward in life and continues to seek support. "He is living proof that life doesn't stop after brain injury. I have often talked to him about speaking to others about what he has accomplished in his life, how others could learn from how hard he has worked to become the best person he could be."

Mitch hopes to live independently one day soon, ideally in a residence with other young people. He would love to have a girlfriend and one day hopes to marry and have a family of his own.

PDD ORGANIZATIONAL AND GOVERNANCE STRUCTURE

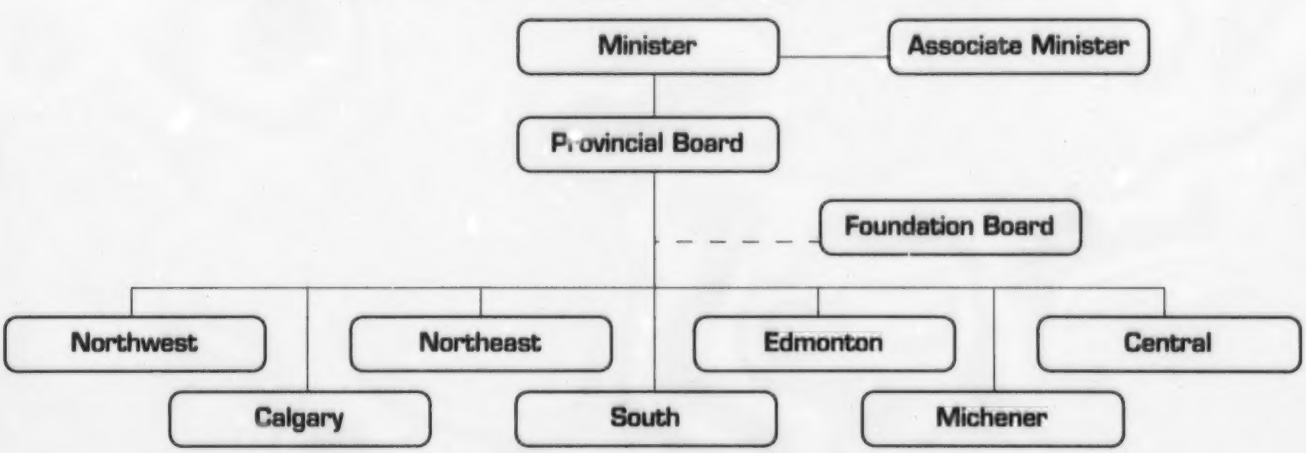
In 2000 – 2001, governance was shared in the PDD organization among the Minister of Health and Wellness, the Provincial Board and the Community Boards, the Board of Michener Services and the PDD Foundation. The Chairs of the Michener Facility Board, the Foundation Board and each Community Board are members of the Provincial Board, along with members at large.

The Provincial Board is responsible for establishing the overall direction for the delivery of services to persons with developmental disabilities. It ensures that the strategic direction approved by the Minister is implemented. This includes working collaboratively with PDD Boards and community stakeholders to set long-term program direction, establish policy for the provision of service, and develop a comprehensive plan for the delivery of services. The Board coordinates activities, establishes and enforces policies for the provision of services, and allocates funding to the Community and Facility Boards.

The PDD Foundation Board provides grants for capital, research and pilot projects that enhance the lives of individuals with developmental disabilities. Community and Facility Boards are primarily responsible for determining priorities within their jurisdiction and allocating funds accordingly. They also develop service delivery plans and manage the provision of those services.

Community service providers deliver more than 90 per cent of PDD-funded services. There are more than 350 agencies that vary from large organizations serving more than 1,000 individuals in several regions to small organizations providing services to one or two individuals.

2000 – 2001 COMMUNITY GOVERNANCE STRUCTURE[1]



[1] This structure represents the relationship between the PDD Provincial Board and Health and Wellness. At the close of the fiscal year, PDD was re-assigned to Alberta Community Development.

BUSINESS PLAN GOALS, STRATEGIES AND INITIATIVES

The PDD Provincial Board dedicates its resources to achieving its four business plan goals.

GOAL ONE

Outcomes for Individuals with developmental disabilities will improve.

Achievements

In the spring of 2001, the Provincial Board ratified an innovative new research policy to promote research for and by persons with developmental disabilities. Implementation will begin in the 2001 – 2002 fiscal year.

At the start of the fiscal year, the Associate Minister of Health and Wellness released the *Building Better Bridges Report*. The report recommended changes to the way PDD awards research and capital grants, including a specific recommendation to wind down the PDD Foundation. Pending further government response to *Building Better Bridges*, the PDD Foundation completed two granting cycles, awarding a total of $250,000 for capital and research projects to 22 different organizations.

In September 2000, the Provincial Board established parameters for long-term strategic planning for residential facilities operated directly by PDD. Those parameters support the vision and mission of PDD. The Provincial, Facility and Community Boards worked with individuals and families/guardians to continue moving in the direction set by the Provincial Board.

Following extensive provincial consultation, the Provincial Board finalized *Principles and Recommendations for Determining Individual Support Needs* in November 2000. An implementation plan will be developed, in partnership with the Community and Facility Boards, in the next fiscal year.

The *Creating Excellence Together (CET)* Standards, developed in partnership with the Alberta Association of Rehabilitation Centres (AARC) and in consultation with individuals with developmental disabilities, families/guardians and service providers, provide the basis for PDD service provider certification. Full implementation of the standards began in 2000/01. PDD will require the service providers it funds to be certified by 2003/04. As part of the standards implementation process, an evaluation of the *CET* Standard survey instrument was completed. Results showed an inter-rater reliability level of 96 per cent.

Information and communication are essential elements of PDD community governance. This year, each Board devoted resources to developing a range of alternatives to provide individuals and families/guardians with the information they need to make decisions about services they require. Print materials, including planning guides, resource directories and newsletters, workshops for individuals and families/guardians and Internet-based information resources were developed or enhanced.

GOAL TWO

Human resources, both with the boards and in the community sector, are valued.

Achievements

Reducing the wage gap between government workers and community service provider staff was a priority for PDD this fiscal year. Government approved an additional $24 million for wages for PDD community service provider staff. $14.8 million was allocated for the 2000 – 2001 fiscal year, and an additional $9.1 million will be allocated in 2001 – 2002. PDD has also committed to provide future increases when government workers receive wage increases.

In collaboration with provincial associations and post-secondary educational institutions, PDD is developing a Community Rehabilitation Workforce Development Strategy. The strategy will focus on strengthening and supporting the community service provider workforce. Provincial consultation on the initial discussion paper was completed in the last quarter of 2000 – 2001. An implementation plan for the strategy will be developed in 2001 – 2002.

A first annual staff retreat, featuring international leaders in the field of developmental disabilities and community inclusion as speakers, was held in March 2001. This professional development conference was well attended, attracting more than 250

employees from across Alberta. Ninety-three per cent of the participants reported the retreat met or exceeded their expectations. The Community and Facility Boards also sponsored staff development and training opportunities for employees throughout the year. A Learning Account policy, to further support individual employee learning and development, was approved by the Board and will be implemented in 2001 – 2002.

A provincial working team developed and implemented a Rewards and Recognition Framework, with merit and service components, that complements existing Board programs.

A concerted effort was made to ensure that both government and community service provider staff were given opportunities to provide input on as many provincial initiatives as possible this year. Opportunities were provided for 12 initiatives, exceeding the target of eight.

GOAL THREE

Resources necessary to operate PDD are available and managed effectively.

Achievements

A priority for PDD, in the shift in governance from the provincial government to the community, has been to ensure financial policy, procedures and resources appropriate for the new funding and operating environment are in place. In partnership with the Community/Facility Boards, the Provincial Board developed policies that support equitable funding and balanced budgets for each Board.

Electronic data management is a vital component of resource management for PDD. Efforts continued this year to standardize and streamline information management. A pilot project that allowed contracted agencies to provide program information through web-based technology was successfully initiated.

GOAL FOUR

Increase input by individuals with developmental disabilities, their families/guardians and the broader community into initiatives of PDD boards.

Achievements

Each Community and Facility Board increased the kinds and numbers of opportunities available to families/guardians and the broader community to provide direction on PDD initiatives. For example, in 2000 – 2001 Boards:

- ensured Board meetings were well advertised, accessible and welcoming to individuals, families/guardians and stakeholders;
- supported the development of Parent/Guardian Advisory Councils and other groups that increased opportunities for individuals and families/guardians; and
- hosted forums and additional public meetings.

Individuals with developmental disabilities and their families/guardians require supports and services that extend beyond the mandate of PDD. PDD works with many government departments, at both the provincial and local levels, to support the achievement of the PDD vision and mission. Boards reported progress, at governance, management and service delivery levels, in ensuring seamless supports and services are in place for all Albertans with developmental disabilities through co-operation, collaboration and formal partnerships. Examples include:

- development of formal agreements between child and family, health, mental health and school authorities to promote communication, planning and decision-making for individuals on issues of mutual concern;
- creation of planning forums and committees to address specific areas of interest, such as transportation and meeting the needs of individuals with dual diagnosis or complex care needs; and
- sharing of resources and services between authorities.

DISABILITY ACTION HALL

The Disability Action Hall came to be in 1998 when a group of concerned individuals decided that people in their community with developmental disabilities needed "more of a stronger voice," says Ryan Geake, Executive Director of the Calgary Scope Society.

"We had seen good examples of self-advocacy groups in the United States and Britain," says Ryan, noting that he and his associates believed the same type of organization could better support people with developmental disabilities in the Calgary community.

"So, we started meeting on a regular basis and educating ourselves," he explains. They brought in other advocates, sought their advice, wrote speeches, watched films, organized marches, and regularly researched and presented information to one another at their weekly meetings in a church basement.

Over time, says Ryan, the membership of the group has changed in a most interesting way. When they first started out, membership stood at about 75 per cent coming from the professional services area and about 25 per cent were people with developmental disabilities. Today, the Disability Action Hall is comprised mostly of people with developmental disabilities, about 20 members in all, with another five members from the professional services area.

The Disability Action Hall now holds an annual event every June 1st called Speak Out. They tackle specific issues affecting people with developmental disabilities, such as employment, funding, and housing, and they take these issues to the public in a number of creative and demonstrative ways.

"The whole process of speaking out and creating change can be really empowering," says Ryan. "At one time, most of us were quite reserved. Now we have this group that can't wait for an opportunity to speak."

Members with the Disability Action Hall also conduct letter writing campaigns, work with the media, and make presentations to government as with the Honourable Gene Zwozdesky's report on improving supports for people with developmental disabilities, *Building Better Bridges*.

Last year, Ryan says, the group began work on a concept of shared culture and expressive arts. "We've completed some great theatre projects recently at the University of Calgary," he says. The interactive theatre event, Power Plays, is written, developed and performed by developmentally disabled people. The plays were created out of a leadership development workshop using theatre as a tool for understanding social and personal problems and the search for solutions. Audience members are encouraged to come up on stage to try to solve the problems presented in the plays.

The Disability Action Hall has recently secured funding from the Calgary Community Lottery Board to develop five different arts forums featuring the thoughts and expressions of people with developmental disabilities. The theatre project is one initiative, which may be transformed into a documentary film. The Disability Action Hall is also working with the Calgary Foundation for support of their hosting the first-ever film festival in Canada for people with disabilities and arranging for their own video production to be entered into other film festivals.

"We've accomplished a great deal in three years' time," says Ryan. "It's satisfying work and lot of fun, mostly because we inspire one another."

MEASURING OUR PERFORMANCE

The Persons with Developmental Disabilities Alberta Provincial Board monitors progress and results with a number of key performance measures.

1. QUALITY OF LIFE

Measure: Percentage of persons with developmental disabilities experiencing an enhanced quality of life.

Target 85% by 2003

Source

Every service provider funded by PDD is required to maintain AARC *Creating Excellence Together* Certification. Certification Reviews, conducted by AARC-trained surveyor teams, are completed for each funded service provider every three years. Quality of life of individuals supported by PDD-funded service providers is assessed as part of every AARC *CET* Certification Survey. The CET standards include 12 Quality of Life Standards that address:

- Choices and Decision Making
- Personal Control
- Community Inclusion
- Rights
- Work and Community Options
- Leisure
- Health and Safety
- Relationships

In each service provider certification survey the quality of life for a sample of individuals supported by the service provider is assessed by the Survey team. This is done through conversations with the individuals and with others close to them including their family or guardian, friends and support staff.

In 2000/2001, the first full year of implementation of the CET Certification Standards, 48 service providers were reviewed through this process. The method for calculating Quality of Life survey results is currently being refined and benchmarks established. Because further analysis is required, the PDD Board will not publish data for this measure until the 2001/2002 PDD Annual Report.

2. AARC CET CERTIFICATION

All service providers funded by PDD will be required to have completed a CET certification evaluation by 2003. In the 2000 - 2001 fiscal year, 48 service providers applied for Certification and 37 were certified.

TABLE 1

Source	Measure	2000/01	Target
The Alberta Association of Rehabilitation Centres reports quarterly on the number of Certification Reviews completed and the number of service providers who have achieved *CET Certification*.	Service providers have achieved the certification level with *CET* Standards	37 service providers certified	100% by 2003

In addition to the 37 service providers who were certified this fiscal year, another 9 service providers who participated in Surveys did not meet certification requirements initially. Each of these 9 service providers will be assisted to address the areas where standards were not met to ensure they meet Certification requirements within 8 months of their initial Survey.

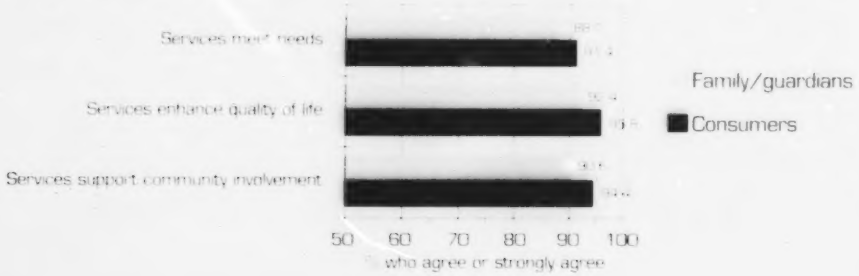
3. SATISFACTION

The PDD Provincial Board conducted its second Satisfaction Survey in February 2001. Every individual receiving services from PDD and their family/guardians are invited to participate in the survey. A total of 1,195 individuals and 902 families/guardians responded.

3A. Overall Satisfaction

Measure: Satisfaction with services
Target: 85% by 2001 - 2002

Chart 2 — Overall Satisfaction



Survey respondents were satisfied with the PDD service system and felt it had a positive impact on consumers' quality of life and community participation. Satisfaction generally increased or remained constant between 1999 and 2001. Key areas of improvement were in access to information about services available, making it easier to change service providers and awareness of PDD staff and Boards. Business plan targets were met or exceeded.

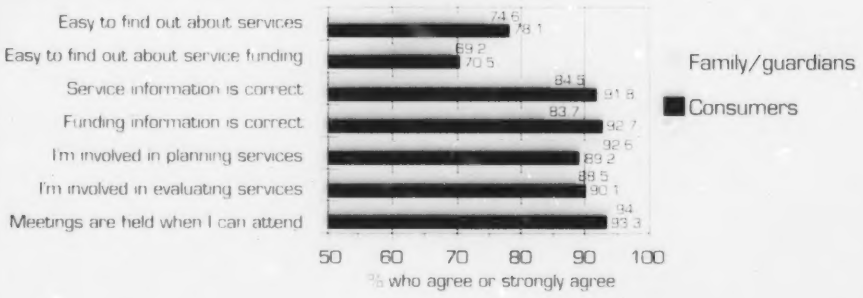
The percentage of respondents indicating agreement with items related to services was very high, and was the same or better than in 1999.

3B. Service Information and Planning

People are satisfied with their role in planning and their access to information

Target: 85% by 2001 - 2002

Chart 3
Service Information and Planning



Service Consumers

The percentage of consumers surveyed who responded 'mostly yes' to survey questions linked to service planning and information, was 86%, calculated on an average of the seven survey questions linked to this items. A large number of respondents indicated that meetings were held at times that were convenient for them (93.3%) and that they were involved in both planning (89.2%) and evaluating (90.1%) their services. Consumers also expressed confidence that information they received on services (91.8%) and on service funding (92.7%) was correct.

Families/guardians

The percentage of family members and guardians surveyed who reported they were satisfied or very satisfied with service planning and information, based on the average score for the seven (7) survey questions linked to this area, was 83.8%.

Satisfaction with involvement in planning was high (92.3%) and 94.0% felt that meetings were held when they could attend. 84.5 % believed that service information was accurate, and 83.7% believed information about funding was accurate.

4. HUMAN RESOURCES

4A. PDD-Funded Service Provider Staff Retention — Table 2

Source	Measure	2000/01	2001/02	Target
PDD monitors staff turnover in PDD-funded service providers annually.	Percentage of PDD-funded community service provider staff retention.	61.9%	TBA	Increase incrementally each year

This was the first annual staff turnover survey conducted by the PDD Provincial Board. The rate of staff retention among community service providers was much lower than that of PDD direct operations staff, which was reported to be 86.5 per cent. A major priority for the PDD Board will be the stabilization of the community work force in the next few years.

4.B Government Staff with PDD Boards — Table 3

Source	Measure	2000/01	2001/02	Target
A Survey conducted by the Alberta Government Personnel Administration Office (PAO) with a sample of government employees from all Ministries.	Percentage of government employees satisfied with their work in PDD.	83% of employees	91% of employees	80% or more

PDD continues to report a high rate of satisfaction with an 8% increase over last year. As well, the percentage of PDD employees expressing satisfaction was six per cent higher than the average reported for all government employees surveyed in 2000.

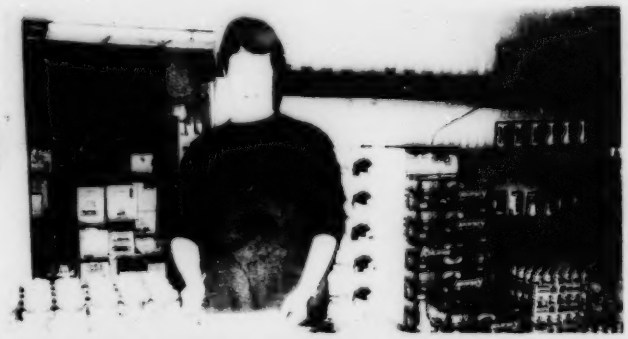
REDI ENTERPRISES MOVES TO COMMUNITY INCLUSION

REDI Enterprises provides employment supports for adults with developmental disabilities in Medicine Hat. On June 30, 2000, REDI closed its sheltered workshop in Medicine Hat. A year later, things have progressed so well that they are wondering why they didn't do this sooner! Here are some of the year's key accomplishments.

- There is no longer a need to worry about how "production" competes with "training." The focus of activities is now on what the individual does in the community.
- REDI is supporting people to have meaningful roles in the community in a variety of settings. People work, volunteer, play golf, join in activities in the senior's centre, learn computer skills, participate in job search clubs, attend classes at college, and run their own business.
- Three individuals who wanted to remain in a sheltered workshop environment moved to another service provider who offered that option.
- REDI's vocational staff have become job coaches. They have learned how to support individuals in the work place. More so, they have learned how to provide support to employers and co-workers to create more receptive environments for people with diverse abilities.
- The REDI Enterprises building has remained a busy place with people coming and going, participating in computer training, life skills classes, and employment skills classes. There are still many people who like to get together for lunch or coffee to keep up important social relationships.
- REDI has been able to move its Living Fit equipment to the YMCA. This adapted workout equipment is now housed in a generic fitness facility enabling people who use wheelchairs to work out with other YMCA members. Becoming fit has social as well as physical benefits.
- Now that REDI has helped move people into the community, it is focusing on the quality of the experiences people are having. People are getting better jobs, making more money, expressing more satisfaction with their work and volunteer experiences, and meeting more people. People are coming to understand the range of choices the community has to offer and are trying new things.
- If someone loses a job, which sometimes happens, people have the opportunity to experience unemployment and to learn what is involved in finding a new job.
- Young people leaving schools are now seeking REDI's services, eager to move directly into community without having to spend time in a sheltered workshop or training program.

Some people with developmental disabilities have chosen to apply for jobs within the agency. When they do, they apply through the same process as any other potential employee. Vocational services provide the supports the person needs as they would in any other employment setting.

Ralph Todd, Paper Shredder



Monika Eberhardt, Liquor Attendant

BUILDING BETTER BRIDGES

In the first quarter of the 2001 – 2002 fiscal year, the Government of Alberta approved strategic directions that addressed the remaining recommendations in the *Building Better Bridges* Report. In the 2001 – 2002 fiscal year, the Provincial Board will see the winding down of the Foundation, and governance of Michener Centre will be transferred to the Central Alberta Community Board.

PROVINCIAL BOARD PRIORITIES

The Provincial Board will be developing strategies to respond to the priorities it has established, including:

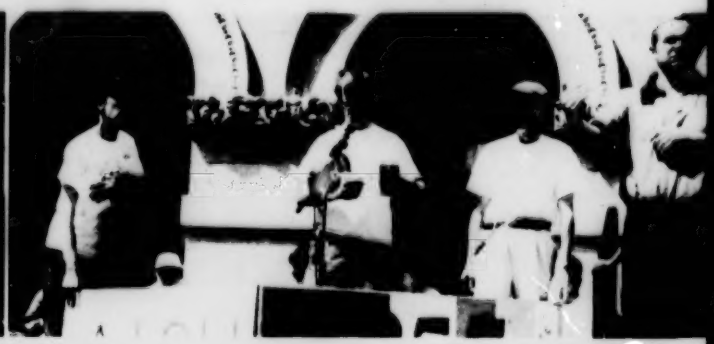
- Expanded community living options for adults with developmental disabilities;
- Employment in the community for adults with developmental disabilities; and
- Supporting and strengthening the PDD community service provider workforce.

FINANCIAL SUMMARY

PROVINCIAL SUMMARY OF STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2001 (UNAUDITED) (THOUSANDS OF DOLLARS)

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2001	Consolidated** 2000
Revenue	335,723	12,406	16,367	94,668	50,492	78,825	36,279	43,689	536	336,651	291,768
Expenses:											
Community Living Supports	—	7,070	8,070	60,102	32,357	42,549	20,828	21,527	—	192,503	169,435
Employment Supports	—	1,007	1,308	5,989	2,702	9,725	2,331	—	—	23,062	19,030
Community Access Supports	—	1,139	2,703	12,114	7,135	13,248	7,302	2,821	—	46,462	40,574
Specialized Community Supports	—	342	345	668	117	1,384	250	1,658	—	4,764	4,613
Direct Operations	—	—	—	1,148	—	—	—	14,142	—	15,290	14,957
Supports to Delivery System	—	2,730	3,218	14,256	6,635	12,043	5,689	3,329	152	48,052	37,788
Board Governance	2,559	104	126	106	119	118	87	128	107	3,454	2,560
Provincial Reserve	90	—	—	—	—	—	—	—	—	90	—
Investment Costs	—	—	—	—	—	—	—	—	11	11	13
Grants	332,337	—	—	—	—	—	—	—	250	250	—
	334,986	12,392	15,770	94,383	49,065	79,067	36,487	43,605	520	333,938	288,970
Net Operating Results Before Transfer	737	14	597	285	1,427	(242)	(208)	84	16	2,713	2,798
Transfers From/(To)	386	—	(129)	(113)	(141)	—	—	—	—	—	—
Net Operating Results	1,123	14	468	172	1,286	(242)	(208)	84	16	2,713	2,798



PROVINCIAL SUMMARY OF STATEMENT OF FINANCIAL POSITION

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2001	Consolidated** 2000
Assets:											
Cash and Short Term Investments	2,253	573	2,040	4,595	3,269	2,217	803	670	229	16,649	243
Accounts Receivable	1	94	6	1	2	1	40	2	1	148	30,651
Inventory and Prepaid	—	—	—	—	—	—	—	338	3	341	568
Long Term Investments	—	—	—	—	—	—	—	—	2,558	2,558	2,534
Capital Assets	—	—	—	13	—	—	—	314	—	327	332
	2,254	667	2,046	4,609	3,271	2,218	843	1,324	2,791	20,023	34,328
Liabilities:											
Bank Overdraft	—	—	—	—	—	—	—	—	—	—	13,391
Accounts Payable and Accrued Liabilities	194	653	984	4,437	1,985	2,460	1,051	891	1	12,656	16,283
	194	653	984	4,437	1,985	2,460	1,051	891	1	12,656	29,674
Net Assets (Liabilities):											
Net Assets (Liabilities), Beginning of Year	937	—	594	—	—	—	—	349	2,774	4,654	1,856
Net Operating Results	1,123	14	468	172	1,286	(242)	(208)	84	16	2,713	2,798
Net Assets (Liabilities), End of Year	2,060	14	1,062	172	1,286	(242)	(208)	433	2,790	7,367	4,654
	2,254	667	2,046	4,609	3,271	2,218	843	1,324	2,791	20,023	34,328

* The summarized statements presented above are abstracted from the audited financial statements but do not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Health and Wellness 2000 - 2001 Annual Report.

** Due to elimination and classification adjustments on consolidation, and rounding, the consolidated figures do not necessarily represent the simple total of each category. Significant Notes and Auditor's Reservations accompany these financial statements.

PROVINCIAL SUMMARY OF STATEMENT OF CHANGES IN FINANCIAL POSITION

	Provincial Board	North West	North East	Edmonton	Central	Calgary	South	Michener Centre	Foundation	Consolidated** 2001	Consolidated** 2000
Operating Transactions											
Net Operating Results	1,123	14	468	172	1,286	(242)	(208)	84	16	2,713	2,796
Non-Cash Items											
Amortization	—	—	—	2	—	—	—	76	—	78	76
Decrease (Increase) in Current Assets	30,694	1,105	2,160	8,896	3,401	6,315	1,484	5,990	(6)	60,039	(10,142)
Increase (Decrease) in Other Current Liabilities	(29,466)	(102)	58	(150)	(7)	(1,514)	40	(1,795)	—	(32,936)	(5,783)
	2,351	1,017	2,686	8,920	4,680	4,559	1,316	4,355	10	29,894	(13,053)
Financing Activities											
Endowment Contributions	—	—	—	--	—	—	—	—	—	—	2
	—	—	—	—	—	—	—	—	—	—	2
Investing Activities Decrease (Increase) in											
Fund Receivable											2,500
Investment Purchases	—	—	—	—	—	—	—	—	(304)	(304)	(2,533)
Proceeds from Sale of Investments	—	—	—	—	—	—	—	—	280	280	250
Purchase of Capital Assets	—	—	—	—	—	—	—	(73)	—	(73)	(348)
	—	—	—	—	—	—	—	(73)	(24)	(97)	(131)
Net Cash Provided (Used)	2,351	1,017	2,686	8,920	4,680	4,559	1,316	4,282	(14)	29,797	(13,182)
Cash (Bank Overdraft), Beginning of Year	(98)	(444)	(646)	(4,325)	(1,411)	(2,342)	(513)	(3,612)	243	(13,148)	34
Cash (Bank Overdraft), End of Year	2,253	573	2,040	4,595	3,269	2,217	803	670	229	16,649	(13,148)

The summarized statements presented above are abstracted from the audited financial statements but do not contain all the disclosures required by generally accepted accounting principles. For more information on the organization's financial position, results of operations and changes in financial position, reference should be made to the audited financial statements. These statements can be obtained by consulting the Ministry of Health and Wellness 2000 – 2001 Annual Report.

** Due to elimination and classification adjustments on consolidation, and rounding, the consolidated figures do not necessarily represent the simple total of each category. Significant Notes and Auditor's Reservations accompany these financial statements.

PROVINCIAL SUMMARY OF SIGNIFICANT NOTES AND AUDITOR'S RESERVATIONS

FOR THE YEAR ENDED MARCH 31, 2001 - UNAUDITED - (THOUSANDS OF DOLLARS)

NOTES

PDD Boards reported that there were 141 individuals remaining in service who were "grand-fathered" into programs that do not meet the definition of developmental disability under the *Persons with Developmental Disabilities Community Governance Act*. Accordingly, expenses totalling approximately $3.4 million have been incurred that are not in compliance with authority.

Certain manpower costs incurred by the PDD Boards, such as vacation liability, have not been accrued or recorded in the financial statements of the PDD Boards.

PATRICK AND MARGARET ANN

Their romance began to blossom in February of last year. By Christmas, Patrick and Margaret Ann, (her friends know her as Margie-Ann) were very much in love and announced their engagement to be married. On July 7, 2001, the couple exchanged marriage vows before friends and family at a Christian Reformed Church in Rocky Mountain House where Pat was previously baptized.

"It was a fabulous wedding," says Sheila Kerr, Executive Director of COPE in Rocky Mountain House. "You could see the love and commitment these two have for one another. Everyone was quite moved by the ceremony."

Six months prior to the big day, Pat, 35, and Margie-Ann, 27, were busily readying themselves. Both attended Marriage Preparation classes and relationship workshops, even chef classes! These two wanted to be sure that their life together would be ever lasting and so, they reached out to various programs within their community to get the support and knowledge they needed to succeed in marriage.

"They have both come a long way in their own personal development," says Sheila.

Pat had been receiving considerable support at home. He survived a brain injury as a child, which affected his eyesight and his developmental abilities. In time, Pat came to live on his own and secured a part-time job.

Pat also receives employment supports from a job coach in the COPE Employment Program. He worked for COPE's recycling crew until that project ended and then landed a job at Billie's Restaurant under the Opportunity Fund. When Billie's closed, Pat quickly found work at Smitty's Restaurant where he remains employed today.

Margie-Ann was born with Down's Syndrome. She began receiving residential supports in her home with COPE in 1992 under an Individually Funded Agreement for 45 hours per week.

Margie-Ann decided to set new goals for herself in the year 2000. She wanted to live on her own and with less support, so she arranged to be transferred into the Independent Living Supports Program.

"Margie-Ann was employed in our in-house program until last year when COPE changed its employment programs and became more community based," says Sheila. She worked at the A&W Restaurant until May of this year when she decided to focus her energies on preparing for her wedding. Shortly after, her marriage Margie-Ann began her new job at Dairy Queen.

If you were to meet Pat and Margie-Ann, you'd see for yourself that these two were made for one another. They both enjoy active lives and spending time outdoors, swimming and canoeing. They play bingo together and go to movies. Pat likes to fish and he enjoys cooking. He is also a strong advocate on the rights of people with developmental disabilities.

Margie-Ann loves to read and enjoys spending time writing personal cards and letters to her family. She and her husband are both graduates of the Leadership Today program. Both currently receive support services in the areas of finance, relationship and employment from COPE's Independent Living Support and Employment program. Congratulations to the newlyweds and may you enjoy a long and happy life together!

2000.2001

[#] Although the Foundation results are included in the goal achievement section of the Annual Report, a separate submission was not prepared to be included in this section of the report. The PDD Foundation exists under the mandate of separate legislation and the Chair of the Foundation Board reports directly to the Minister. The Foundation has other reporting mechanisms. Details of their activities can be obtained through their website and newsletters.

NORTHWEST ALBERTA COMMUNITY BOARD

MESSAGE FROM THE CHAIR

On behalf of the PDD Northwest Community Board, I am pleased to present our 2000 - 2001 Annual Report.

There have been many changes over this past year. During the year, two valuable Board members, Hildegard Campsall, the Board Chair, and Dr. Wyn Gittins, left the Board. They are missed but work initiated by them will set a firm foundation for us to move forward.

This year we have been able to move ahead on several fronts. Just recently we revisited and reconstructed our vision, mission and values. With these firmly in place we are now able to focus on a major revision of our Board policies and a review of our business plans.

During the year we have focused on establishing partnerships and improving communication with all of our stakeholders. We have established a Board Buddy System with our service providers, a variety of social events with individuals with developmental disabilities and various community partners, and opportunities for representation at the Board table by various stakeholders.

Several more service providers achieved their CET standards and I would like to congratulate their staff members and boards for working so hard to meet their goal.

As in the past two years, our annual highlight was the Spring Celebration Event where we were able to honour 10 individuals as Persons of the Year. This year, thanks to the contribution of Rotary Clubs in Grande Prairie and Peace River, we also honoured seven Employees of the Year and six Employers of the Year. The evening program was totally focused on the persons that we serve, and their very competent skills in hosting, singing and public speaking were enjoyed by all.

Our focus for the future will include addressing concerns about housing, transportation, work options, awareness of services, access to post secondary education and salary equity.

I would like to thank all individuals with developmental disabilities and their supporting families, PDD staff, service provider staff and boards, PDD Northwest Community Board members and all of our other partners for showing a great spirit of cooperation during the past year. I look forward to continuing to work together in resolving the many challenges that lie ahead.

Paul Renfree, Chairman
Northwest Alberta Community Board

PEOPLE SERVED

The number of individuals served by contract dropped from 231 to 230. The total number of individuals served by the Board was 293 at fiscal year end.

HIGHLIGHTS 2000 - 2001

- The Board appointments and a new Board Chair.
- The addition of the Financial Manager and Project/Planning Coordinator positions.
- The creation and development of an Advisory Group which consists of Leadership Today graduates advising the region on pertinent issues.
- The implementation of the Board Buddy program, between PDD Northwest Community Board Members and service providers throughout the region.
- The Annual Celebration Night and awards recognition.
- Partnering with Rotary Clubs to support the Employee and Employer of the Year Awards.

FUTURE OPPORTUNITIES AND CHALLENGES

- Encourage more work options:
  - build a community awareness;
  - form partnerships; and
  - support employees and employers.
- Housing:
  - more affordable and available; and
  - need help with down payment (not monthly payments).
- Transportation:
  - more of a problem in rural area. In order to assess services and employment opportunities, affordable transportation is a must.
- Awareness of services:
  - transition packages for students; and
  - need to make public, doctors, schools, employers, etc., aware of PDD services.
- Accessibility to post-secondary:
  - for people with disabilities; and
  - for people who wish to go into the disability field.
- AISH:
  - benefits need to be increased; and
  - not keeping up with the rising costs in housing, transportation, utilities, etc.
- Need to increase on-the-job training:
  - need to provide consistent educational requirements among service providers; and
  - more professional development opportunities for staff.
- Salary equity:
  - to attract and maintain qualified staff;
  - desire province-wide equity; and
  - large gap between unionized employees and contract and Individual Funding positions.
- Need to find new and better ways to dialogue—focus groups are no longer effective.

BOARD MEMBERS

Paul Renfree, Chair
Grande Prairie
Mary Goede-Kohn, Vice Chair
High Prairie
Denny Garratt Slave Lake
Michel Bultendyk Fairview
Dolly McArthur Grande Prairie
Joyce Brooks Grimshaw
Helen Fioccelli Grande Prairie
Hildegard Campsall, Past Chair
(Term Expired)
Wyn Gittens (Resigned)

Dale Arthur was born February 10, 1956, and describes himself as "45 years young." He has lived at Michener Services in Red Deer since he was six.

Dale lives in a duplex on the Michener grounds, which he shares with a roommate. "I have my own bedroom," says Dale, "which is full of antiques and old things. This is my hobby. I love to go to garage sales, antique stores and flea markets. Sometimes I do this by myself, but I also like to go with the staff." Dale also really enjoys decorating his home for special occasions, like Christmas and Easter.

"I tend to spend my money on pop and antiques," Dale advises, "so sometimes my money is limited. I wish I had more money. I would also put wood paneling in my bedroom if I had more money."

Dale does some cooking and grocery shopping and, like most people, tends to put off doing household chores. He works mornings, five days a week, at the Center Shop as a janitor and also puts metal rings on canvas bags.

"I am very independent but do need supervision and assistance from the staff in my home."

Dale also volunteers every afternoon, ensuring people in wheelchairs who live at Michener Services are taken to their physiotherapy sessions and brought back home.

"I enjoy making sure they get there on time and arrive safely," says Dale, who received the 2001 Volunteer of the Year Award from the Michener Board.

Dale has a busy life and plans his own activities. In addition to working and volunteering, he also attends Bible study every fall and winter on Monday nights. He is an avid bowler with the Special Olympics Bowling Team and takes part in tournaments, banquets and barbecues that are held in Red Deer and surrounding districts.

Not surprisingly, Dale has many friends whom he visits on his own. He's also a member of Smiley's social club. In addition to attending dances, he enjoys decorating the club house in keeping with the party's theme.

Every summer, Dale flies to Ontario to visit his brother and his family. Dale also stays in close contact with his Dad in Edmonton.

Helping out at a Pancake Breakfast

Dale reflecting his interest in antiques at last year's Halloween Dance.

NORTHEAST ALBERTA COMMUNITY BOARD

MESSAGE FROM THE CHAIR

The Northeast Alberta Community Board for Persons with Developmental Disabilities proudly presents its third Annual Report. In keeping with our Board's statement of core business and results in the 2000 – 2001 Service Plan, we focused on the following major community initiatives:

- Expansion of employment opportunities in the community;
- Development of Community Councils and new community partnerships;
- Development of community-based residential housing options;
- Enhancement and stabilization of the work force through initiatives and partnerships with service providers; and
- Establishment of community-based recognition programs for individuals and organizations making a meaningful contribution to the lives of individuals and their families.

At the Second Annual Northeast Regional Conference held in November 2000, the Board presented a "community report card" outlining the accomplishments and progress made in all areas within the 2000 – 2001 Service Plan throughout the region. While there were numerous accomplishments to celebrate, the greatest success acknowledged by all participants was that partnerships work and every partner brings strength to the community. There continues to be a growing sense of community and commitment to community governance. Along with this commitment is an appreciation for the role and contribution that each individual, family, service provider board and agency can make, both individually and collectively.

After three years of working with community governance it is clear that two major themes are emerging to help define the concept. First, there must be meaningful opportunities for individuals, families and community partners to have input into decisions that directly affect them. Second, community-based solutions and partnerships are critical to the success of all community members. While on one hand it is critical to empower individuals and families, it is also equally important to inspire communities.

The diversity of communities within the region based on their history, needs, challenges and successes provides numerous opportunities for continuous learning and development throughout the Northeast Region. The Board has a major role to play in recognizing the many community strengths that exist throughout the region and facilitating collaborative leadership with all partners to ensure our vision for individuals and families.

The Board's slogan is "Building on Community Strengths," and we have found a second key message: "We are stronger together and we can make a difference." The Northeast Board is proud to serve individuals with developmental disabilities and their families throughout the region, and appreciates the strong dedication and commitment of all community partners. The work within the region has not been without challenges and setbacks; however, these are overshadowed by the numerous successes we see and the pride we take in them.

As a Board we are excited about what the future holds for individuals with developmental disabilities and their families, because we see the strength of individuals and families and the power of community.

Don Schultz, Chairman

PEOPLE SERVED

By year-end 446 individuals ranging in age from 18 to 76 years had received services.

Two hundred sixty-six (266) individuals received services through individual funding and 380 through contract funding. Twenty per cent of persons served were under 24 years of age, 35 per cent were 24 to 35 years, 39 per cent were 36 to 59 years and 6 per cent were 60 or over.

HIGHLIGHTS 2000 - 2001

The 2000 – 2001 year saw a number of exciting initiatives start and take hold within the region. In the area of community employment, the entrepreneurial project was started. Three individuals now own and operate their own businesses (car detailing and maintenance), and three others finished the year with business plans to start in the new year. The region completed an employment survey, and we now have a better understanding of the number of individuals working as well as the nature of their work and compensation. Board members and staff made presentations to Rotary clubs and discussed community partnerships resulting from the Rotary International's focus on employment for individuals with disabilities.

Employment supports were increased, resulting in a 12 per cent rise in community-based, paid employment for individuals.

Community Councils throughout the region continue to grow and engage their community. With resources provided by the Board, councils are developing action plans unique to their community. Activities include local workshops (e.g., housing, aging), sponsoring individuals and families to provincial conferences, recognition of local community partners and identifying future community service needs.

In the area of maintaining and developing new community partnerships, the Board included the Children's Authorities and post-secondary institutions from the Northeast Region as new participants at the 2nd Annual Regional Conference. The Board has a joint initiative with Sakaw-Askiy Child and Family Services Authority that supports transition planning for individuals aged 16 to 20 years and their families as they move from school to work or other community options.

Partnerships similar to the one with Grant MacEwan College are being developed with Portage College, Keyano College, and Lakeland College to ensure post-secondary options for individuals within the region.

BOARD MEMBERS

Donald Schultz, Chair Barrhead
Donna Desjardine, Vice Chair St. Paul
Laurel Morris-Duncan Ft. McMurray
Christine Botsford Ft. McMurray
Joanne Hussey Vilna
Ralph Gorrie
Douglas Fleming Westlock
Carmela Levesque Bonnyville
Cathy Beer (Term Expired)
Phil Fluet (Term Expired)

In the area of community residential housing options, the Board is facilitating a movement toward residential accommodation with a maximum of three individuals living together. Service providers working closely with administration increased the availability of independent living situations this year.

Work force stabilization remains a challenge. The Board sponsored a Northeast Region Human Resource Planning workshop including all service providers and the Alberta Association of Rehabilitation Centres. Many initiatives resulted from this planning workshop, including:

a. a regional staff development committee;
b. regional staff recruitment and retention committee;
c. professional profile and community image; and
d. an out-of-province staff recruitment trip to the Maritimes.

The Northeast Alberta Consortium of Service Providers for Persons with Developmental Disabilities held a strategic planning retreat titled Delivering the Vision. The Board was proud to be a sponsor of this event, as the focus was identifying short- and long-term plans to operationalize the regional vision of services for individuals and families. This is another example of our growing relationship with key partners in our communities.

A Community Recognition Awards program was introduced this year at the 2nd Annual Regional Conference. Each Community Council and community presented two recognition awards in partnership with the Board. A service award "to recognize the ongoing service contribution of an individual, family, organization or business partner made on behalf of persons with developmental disabilities and their families," and a merit award "to recognize an individual for their outstanding achievement and the contribution they have made in their own life or for the lives of others with developmental disabilities," were presented by each community. Local newspapers throughout the Northeast Region printed the story Community Recognition Program 2000 along with a group photo of award recipients. The Board also held a recognition and appreciation evening for all PDD staff.

The Board ended the year with a small surplus due to staff vacancies and under-utilization of resources due to later-than-projected start dates for individuals accessing services. As a Board, we believe our efforts, and those of our partners, demonstrate a high level of community involvement, public accountability and fiscal responsibility.

In January 2001, the Minister announced the Board appointments for member terms that were due. Our Board continues to have a strong representation of dedicated and committed members as well as a high level of continuity. We were pleased to have Christine Botsford, Laurel Morris-Duncan, Donna Desjardins and Don Schultz reappointed to the Board for a further three-year term. Donna Desjardins was appointed as Vice Chair and Don Schultz was reappointed as Board Chair. The Board welcomed Ralph Gorrie from Vegreville as a new appointee to the Board for a three-year term. Along with continuing members Johanne Hassey, Carmela Levesque and Dr. Doug Fleming, the Board is effectively positioned to continue their work on behalf of individuals and families in 2001 – 2002.

FUTURE OPPORTUNITIES AND CHALLENGES

Our board has a growing appreciation for the many economic, social and political factors, at both a community and provincial level, which influence the ability of individuals with developmental disabilities to be meaningfully engaged in their local community of choice. At any point in time, these influences, alone or in combination, present both opportunities and challenges.

SERVICE DEVELOPMENT

Different government Ministries responsible for services or financial supports for adults with disabilities are identifying a need for a better integration of services and supports. This creates an atmosphere of collaboration for the development of service approaches centred on the needs of the individual first, rather than a debate over jurisdictional mandates. The challenge becomes one of developing community-based services and supports outside the traditional approach of established mandates and administrative practices. The underlying opportunity is a growing sense of readiness for change and a desire to operationalize this at the level of supports for individuals.

This opportunity has specific relevance for the presenting challenges facing individuals as they move or transition through available services and address needs such as meaningful employment, independent housing and accessible transportation.

COMMUNITY DEVELOPMENT

Our region is rich with strong, caring and vibrant communities, which have demonstrated leadership in supporting individuals with developmental disabilities. We will build on this opportunity by continuing to develop and broaden the awareness and strength of each community to support opportunities for inclusion, employment, housing, leisure activities and life long learning for all individuals.

WORKFORCE STABILITY

The recent wage increase for service providers has assisted in reducing the level of staff turnover and has allowed increased opportunities for professional development along with staff recognition and retention initiatives. A presenting challenge is the limited number of available qualified individuals to work in this service industry.

We will need to continue to develop recruitment strategies to reach interested individuals both outside the region and the province to meet our service demands. Our challenge continues to be the development of an available, stable and qualified workforce to meet service needs today and in the future.

VALERIE

Val, has worked as a community service coordinator for the Northeast Region for three years. She brings no less than 23 years of experience to the table, gathered from working in the helping professions throughout Alberta and eastern Canada.

"I trained initially to enter the field of social work," says Valerie. Born and raised in Medicine Hat, an education counsellor there encouraged her to explore the world beyond Alberta. And so she did by attending Concordia University in Montreal.

Her first job was within the realm of child services. She later joined the social services department of Cornwall General Hospital. Her breadth of experience also includes several years within the mental health sector as well as serving persons with developmental disabilities.

Valerie started the Alberta 'leg' of her career in 1978 in Red Deer where she helped establish supports for people who were moving home from Michener. "At the time, group homes were a new concept. The driving energy was to develop services so people could stay in their communities."

"Our thinking at the time was that, when a child turns 18, how can we help her to return home?" The group home model was widely supported, says Valerie. In retrospect, she explains, it was the beginning of the community living concept.

"It meant gathering people together who had the same mission and helping them organize. It meant supporting the parent group, developing activities, creating vocational work or employment, establishing sheltered workshops, and educating the broader community to generate awareness and to foster greater understanding."

Valerie attributes her professional interests to having been a child of "a well educated nurse who graduated in 1939 in small town Alberta. You can't be a good nurse without having a social conscience," she says, quoting her mother.

"I've always liked the idea of advocacy," says Valerie. "A part of me likes to go against the grain and this type of work is a socially acceptable way to do that."

Even so, meaningful work is Valerie's passion, particularly when she is assigned an initiative with a specific goal in mind. One example is a recent housing workshop she helped coordinate for local people with developmental disabilities.

"We put together a low key day," she says, "with about six or seven speakers who were just wonderful. They explained how to get a mortgage and how to prepare to meet with realtors and bankers. One woman talked about how to get a loan. All in all, it was a good day. Everyone who took part got a lot out of the experience."

Valerie will retire next year and plans to celebrate the next phase of her life by driving across Canada by herself. "I reach out more when I'm on my own," she admits. A key destination is Ottawa where she will reunite with her 25-year-old son, Matthew, who works there as a computer technician. Her future plans include plenty of travel outside of Canada and into Mexico. We wish her many happy returns.

EDMONTON COMMUNITY BOARD

MESSAGE FROM THE CHAIR

The Edmonton Community Board (ECB) looks back on the year with pride at the many accomplishments of the Edmonton Region. At the same time, the ECB is planning ahead to ensure the needs of the individuals we serve are met, and the programs and services we provide are reflective of the individual's needs.

The ECB has adopted a consultative approach to developing better programs and services in the Region. We began a Services Review in the spring of 2000 that involved service providers, parents/guardians, staff and individuals with disabilities. Our community stakeholders provided us with valuable input that will ultimately lead to a more efficient service delivery system in the region. The recommendations from the Services Review will be available in the fall of 2001.

Stakeholders have noted a need for improved intake processes and the Edmonton Community Board has responded to their concerns with the development of a Coordinated Intake Review. The project is timely given the increasing numbers of individuals who come to us for services. Again, we have relied on the input of individuals, families and guardians to help us develop a better method of securing services based on the specific needs of the individuals and families involved. Coordinated intake will also reduce the duplication of processes that may occur between service providers and PDD.

The year saw two of our Board members move on to other opportunities. The ECB extends our appreciation to those individuals for their commitment, insight and enthusiasm. We thank them for their service and welcome three new individuals to serve on the Board.

The ECB looks forward to another year and wishes to thank the many individuals, families, guardians, service providers and staff who continue to work together to build a better future for individuals with developmental disabilities in the Edmonton Region.

Respectfully submitted,
G.G. (Jerry) Archibald
Chair, Edmonton Community Board

PEOPLE SERVED:

- 2,453 individuals received services in 2000 – 2001.

HIGHLIGHTS 2000 – 2001

- Implemented a Board advocacy policy.
- Supported the establishment of a regional parent/guardian association.
- In response to surveyed needs, began developing training and information sessions for families.
- Held first annual parent/guardian conference.
- A committee of service providers and Edmonton Community Board representatives completed a process of classification and compensation for direct service positions, completing a human resource goal begun in 1998 to attain interagency allocation equity.
- Re-instituted direct management of the Adult Resource Team (ART); the unit provides various supports to individuals with challenging behaviors.
- Implemented a new community services management structure with three streams:
  a) individual supports including co-ordination, Individual Funding and supports to families;
  b) system supports including contracts and broad system management; and
  c) finance and administration.
- After consultation with stakeholders, respite (relief) services were redeveloped in the region.
- Created a Finance and Administration group to work with stakeholders towards more effective and simpler administrative and accountability requirements.
- Implemented support guidelines to guarantee community access opportunities for all regardless of disability.
- Launched PDD staff awards and recognition program.
- Continued to refine the course, Working with Individuals with Challenging Needs, offered to service provider staff; further modules are in development for team leaders and managers.
- Developed regional performance measures.

FUTURE OPPORTUNITIES AND CHALLENGES

CHALLENGES

- An increasing number of people are seeking service from PDD (a net increase of **512** people **over** the past **three** years: 204 in 1998 – 1999, 157 in 1999 – 2000, and 151 in 2000 – 2001).
- Continued development of services and supports for people who have unmet service needs, who are aging, medically fragile or have challenging behaviors.
- Demographics indicate there are significant unmet needs in Edmonton, particularly for individuals diagnosed with Fetal Alcohol Syndrome and/or Fetal Alcohol Affect.
- Creating simple, effective processes for intake, needs assessment, service planning, service provision, monitoring, evaluation and dispute resolution.
- Continue environmental scanning to identify issues, service gaps and best practices.
- Continue development of partnerships, including formal protocols, to ensure people get the services they need.
- Identify housing issues and ensure affordable and accessible housing.
- Have PDD office housed in an identifiable, easily accessible location.
- Increase involvement of persons with disabilities in system decision-making.

BOARD MEMBERS

[illegible]

- Increase awareness of PDD supports for people who may need them.
- Identify barriers to employment and continue development of opportunities for contributions by persons with disabilities.

OPPORTUNITIES

- Work towards seamless service delivery:
  - develop a formal protocol with health and mental health authorities;
  - ensure smooth transitions for children with or without handicapped children's services supports into health, mental health and pdd services; and
  - better coordination for people needing service from more than one program or ministry.
- Complete the Services Review process engaging representative individuals, families and service providers in examining all aspects of the PDD system against agreed upon values and principles.
- Continue to promote family directed services and provide individuals and families with the necessary information and support.
- Work with families to develop family-to-family (peer) support programs.
- Complete the coordinated intake project to ensure individuals and families have fully informed choices about service and support options.
- Partnerships with the Parent Guardian Association and other advocacy groups.
- Continue to support greater involvement of individuals with disabilities in managing their own supports and influencing the system of supports.
- Support Planned Lifetime Advocacy Network (PLAN).
- Working in partnerships to develop and refine services to persons who are aging, medically fragile, or have challenging behaviors:
  - complete Eric Cormack planning;
  - design and implement services to support aging in place, Alzheimer's patients and persons with multiple disabilities and/or who are medically fragile;
  - continue partnership with Grant McEwen Community College around training for staff working with people with challenging behaviors; and
  - continued refinement of planning and programs for persons with challenging behaviors.
- Demonstrate and support leadership:
  - support individuals with disabilities and their families to be involved in PDD and the community;
  - support individuals with disabilities and their families to be leaders in PDD and the community; and
  - support Leadership Today and involve persons with disabilities in PDD decisions.
- Research regional issues relating to housing and develop strategies as required
- Work with individuals, families, service providers and other stakeholders (e.g. Alberta Human Resources and Employment) to develop regional employment strategies.
- Work with aboriginal organizations to develop services and supports as required.

Every challenge in the future is an opportunity for the Edmonton Community Board to work together with their community partners to explore solutions that will enhance services and provide a greater array of choices and opportunities for a better quality of life for individuals with developmental disabilities.

CENTRAL ALBERTA COMMUNITY BOARD

MESSAGE FROM THE CHAIR

It is my privilege to report on the activities and successes of the PDD Central Alberta Community Board for the year 2000 – 2001.

I was pleased to receive the appointment as Chair of the Central Board on February 14, 2001 and am excited about continuing to work with my fellow Board members. Our PDD Community Boards were established on April 1, 1998, and it is very rewarding to continue with the commitment of several of the original Board members and to welcome the addition of three new Board members this year.

It is wonderful to work with a Board that demonstrates consistency and commitment to our communities and the adults who receive supports. We are fortunate to have an excellent relationship with our PDD staff and are all working as a team to provide quality services and to effect change when necessary.

Many of the successes identified in this annual report were planned and achieved under the leadership of the previous Board and its Chair, Brenda Query. Her dynamic commitment played a significant part in the progress made by the Board.

During the past year, the Board was pleased to achieve a number of significant results in the areas **of individual and family involvement**, **development of information for families**, **continuing focus on supporting staff**, and in **developing additional partnerships**.

During the past 12 months, we have continued our commitment to the communities of Central Alberta and to our belief in community governance. We value community input and are committed to planning services for adults with developmental disabilities within their own communities. We are committed to holistic planning so adults requiring supports, their families, friends, supporters and service providers, and the community can come together to ensure that the programs and funding meet the specific needs of each person.

In the past year our Board has held meetings that are always open to the public in seven communities within Central Region. As we visit these centers, we encourage presentations to our Board and arrange for tours and meetings with adults with developmental disabilities, organizations and agency personnel. It is truly a pleasure to engage in conversation with our communities as we evaluate the work that our Board has undertaken.

The past year has resulted in many important achievements and has set the stage for a very active, ambitious and challenging future. I am confident that we will continue to build on the tradition of partnership, involvement and success that has characterized Central over the past many years.

I hope you enjoy reading the Annual Report from our Board. It describes our accomplishments and initiatives in much greater detail.

Gayle Moss, Chair
Central Alberta Community Board

PEOPLE SERVED

Over 1,150 individuals with developmental disabilities received supports funded through the PDD Central Alberta Community Board. During the year, 118 new applications for service were received and 39 individuals either moved or otherwise no longer required service, resulting in a net increase in the number of people served of 79.

Supports and services are available through more than 35 approved service providers located in or near the major communities in the area—Camrose, Drumheller, Lloydminster, Olds, Red Deer, Rocky Mountain House, Vermilion, Wainwright and Wetaskiwin.

Some individuals are supported through the direct involvement of guardians and families who arrange their own individualized supports and services.

HIGHLIGHTS 2000 – 2001

- Compiled a service directory to assist families to learn more about the supports and services available in Central Alberta.
- Completed a Joint Ventures project in Camrose that resulted in significant improvements to the day options available to individuals in the community.
- Completed a Transition Planning Package aimed at helping parents and others learn more about preparing to obtain supports when their child with a developmental disability turns 18. Over 500 packages were distributed within the region and to many others across the province. The effort to provide information to parents included holding transition-planning workshops.
- Developed and sponsored the Transportation Forum where over 100 individuals, staff, parents, families, municipal officials and other community minded citizens considered ways of improving community transportation in their local area. Results of the session were compiled and distributed to participants for follow up in their local community.
- Started the development of an electronic database of services, knowledge and communication (the PDD Gateway) for individuals, families and communities in partnership with the Red Deer Community information and referral society.
- Supported 15 individuals to move from Michener Services to other communities.
- Undertook an extensive range of consultations to ensure that community priorities were included in the Board's 2001 – 2004 Business Plan.
- Commenced a community recognition program presenting awards to individuals, groups, and businesses.
- Distributed agency wage increases in a timely and effective manner.
- Recruited a Finance Manager and revised workload and duties for a number of staff to ensure

BOARD MEMBERS

Gayle Moss, Chair Sedgewick
Grace Higgins, Vice Chair Red Deer
Dr. Robert Oswald Red Deer
John Parry Delburne
Patricia Marshall Red Deer
Mary Rashal Rocky Mountain House
Ed Johnston Water Valley
Dale Mills Wetaskiwin
Brenda Query, Past Chair (Term Expired)
Linda Moreau (Term Expired)
Peg Simonds (Term Expired)

appropriate supports are in place to meet the objectives of the Board's business plan.
- Continued support for eight District Councils located in communities throughout Central Alberta. The councils have important roles and their input to the Board is highly valued.
- Sponsored the 2nd Consumer Advocacy conference in Red Deer, which over 250 individuals attended.
- Two Leadership Today projects were completed, with over 35 individuals participating.

FUTURE OPPORTUNITIES AND CHALLENGES

OPPORTUNITIES

- To encourage a wide range of developments and initiatives that foster increased participation by, and inclusion of, individuals with developmental disabilities.
- To contribute to the implementation of recommendations put forward in the *Building Better Bridges Report*.
- To continue to support further involvement by individuals with developmental disabilities in the many aspects of their community lives.
- To continue the development of accessible and appropriate services and opportunities for individuals with developmental disabilities.
- To continue involvement in overall development of the PDD program and services.
- To influence the establishment of a regular stable funding base.
- To continue to advocate for the retention of qualified community agency staff through increased wages and benefits.
- To seek innovative service opportunities with Regional Health Authorities and other partners.
- To assist families in the transition from children's to adult services.

CHALLENGES

- To continue quality services to increasing numbers of individuals within the available fiscal and other resources and capacities.
- To continue and enhance the involvement of individuals and families as the core 'drivers' of service planning and delivery.
- To maintain an appropriately qualified, skilled and committed community based workforce.
- To continue the emphasis on community inclusion and participation.
- To continue the development of community based governance structures and processes that result in improved services, operations and inclusion.
- To continue to balance the wide range of needs, viewpoints, goals and desires of individuals involved in the PDD community in all Board decision making.

CARL

Carl is 41 years old and has his own apartment in Edmonton, which he shares with his cat, Babycake. He works full time at a Mac's convenience store on the west side of town and is responsible for maintaining the pop machines and keeping the shelves stocked.

When asked how he liked his current employment situation, Carl summed it up in one word. "Beautiful," he said.

"Well, I know the owner and I like working with friends."

"Sometimes the owner puts me in charge, so it's up to me to tell the night staff how to fill the machines in such a way." Carl enjoys the responsibility and challenges of working the night shift.

Last year, Carl was voted Chair of the Consumer Rights Group, a self-directed advocacy organization for Edmontonians with developmental disabilities. Cam Petty is the group's volunteer facilitator who works closely with Carl in organizing and planning meetings and preparing an effective agenda.

"Carl is a very strong advocate for people with developmental disabilities," says Cam. "He feels it is extremely important to help the groups' members and the citizens of his community who live with disabilities to find their voice and seek out ways to improve their lives."

As an entity unto itself, the Consumer Rights Group will form relationships and work together with like-minded organizations including PDD, Skills, and the Alberta Association for Community Living.

Under Carl's leadership, the Consumer Rights Group has made numerous presentations to key stakeholders on matters of concern to people with developmental disabilities, namely, the rights they would like to live by. They presented to the Honourable Gene Zwozdesky, then Associate Minister of Alberta Health and Wellness, and now Minister of Community Development, over the course of public hearings in support of Building Better Bridges, a report on services and programs for adult Albertans with developmental disabilities.

The Consumer Rights Group has made several other presentations to various audiences including Edmonton Transit, Skills annual general meeting, the Ontario Association for Community Living, as well as Grant MacEwen College students interested in a career in Rehabilitation Services.

Carl, along with the executive of the Consumer Rights Group, is currently developing a strategy to encourage government to increase the benefits of AISH (Assured Income for the Severely Handicapped) in step with increases in the cost of living.

Carl leads a self-directed life and does not allow his disability to interfere with his desire to live independently and to work and learn within his own community. "I do what I want when I want," he says proudly, "and I support any person with a disability who wants to live the same way."

As for his future plans, Carl would like to move to the country and have his own farm one day. His strong sense of conviction indicates that he will most likely realize his dream.

MESSAGE FROM THE CHAIR

The year 2000 – 2001 was a year of development and consolidation for the Calgary Region Community Board. Previous years had yielded copious amounts of information from the community on their wants and needs, but there remained the dilemma of how to organize this information into manageable pieces and then how to establish priorities. Late in the 1999 – 2000 fiscal year, the Board began a process of Outcome Planning that would help in this organizational task. This process was continued into the 2000 – 2001 fiscal year and resulted in manageable work plans for both the Board and CEO and into a three-year business plan for 2001 – 2002 to 2003 – 2004. This was presented to, and endorsed by, the community in June 2000. We felt this approach was essential to give the community, staff and the Board clear direction for subsequent years.

Anticipated changes in the Board created a degree of uncertainty for future planning, however, the existing Board initiated a process for reviewing governance policy and continued to strengthen and clarify its own administrative processes. More time was set aside for community discussion at the monthly Board business meetings; and during the year the Board made a visit to the Disability Action Hall, one to Strathmore, one to Canmore and four other visits to agencies within the city of Calgary, thereby initiating personal contact with six service providers, their consumers, families, boards and staff.

Increased contact with the Provincial Board has been appreciated, including the Provincial Planning Retreat in April 2000, the Board orientation in January 2001 and visits from the Provincial CEO and Chair in January and February 2001.

The Calgary Region Community Board is very proud of its Community Review process that offers community members a method of appealing any funding decision made by PDD staff. The policies and procedures for this process were clarified and condensed following extensive community input during the 2000 – 2001 fiscal year. This process, together with the commitment of PDD staff to persons with developmental disabilities, is the primary reason our number of appeals to the Provincial Board Appeal Committees has remained low.

We look forward to the challenge of the next year with our new board members. We are determined to continue to build our relationship and improve communication with our community, to ensure we are all working towards the same vision — "individuals with developmental disabilities enjoy the best life possible as participants in the community."

Keith Rolfe, Chair
Calgary Region Community Board

PEOPLE SERVED

During the 2000 – 2001 fiscal year, we served about 1,950 individuals. Approximately 99 of these individuals have been grandfathered into our system as a result of eligibility criteria established prior to the creation of PDD. One individual moved from Michener Services. The number of individuals who receive Individual Funding was 1,121, and about 1,285 individuals received contracted support. An average net of 13 new individuals received funding through Individual Funding Program each month. Individuals who are eligible to receive services experience a variety of diagnoses in addition to a significant developmental disability.

HIGHLIGHTS 2000 – 2001

Relationship with the PDD community and other stakeholders

- With the allocation of a budget that would meet the majority of needs of the Calgary Region, and a commitment for improved wages for service provider staff, 2000 – 2001 provided an ideal opportunity for developing new community relationships and improving prior ones.
- The presentation to, and endorsement by, the community of the Calgary Region Community Board Outcomes Planning document on June 14, 2000, was a positive step in building trust in the community. This support was further enhanced by a joint PDD Staff/Board/Service Provider "Rejuvenation Retreat" in October 2000, which was a major success in breaking down barriers and establishing personal connections between the Calgary Region Community Board, PDD staff and service providers. The second annual Holiday Open House was held in December 2000, and in spite of blustery cold weather, the turnout was excellent, attracting a wide variety of consumers, caregivers, service providers and representatives from other stakeholder organizations.
- During the fall of 2000, a process was undertaken to evaluate the Community Review Process (regional appeal). With extensive community input, the documents were revised to be more concise and understandable. The process was also standardized so that it was more transparent and people would be treated consistently. We feel this process, together with sensitive and receptive staff, has helped to keep the number of Provincial Board appeals to a minimum.
- Board and staff undertook to be more accessible to the community during this fiscal year. In keeping with this direction, the Board allocated greater time to the community

BOARD MEMBERS

Keith Rolfe, Chair
Donna Vickery, Vice Chair
Kathleen Clarke
Henry Eckert
Patricia Hull
Ken Larsen
Richard Cochrane
Alison Goebel
Bonnie Pacaud (Term Expired)
Simmone Walsh (Term Expired)
Linda Goddard (Term Expired)
Len Thorne (Term Expired)

discussion component of their business meetings and held informal meetings with consumers, families and staff at six different service provider locations, two rural locations, and the Disability Action Hall. Community representatives regularly attend Board meetings to provide updates on existing programs and information on new initiatives.

- PDD staff developed — again with extensive community input — a *Guide to Applying for Individualized Funding for Service Providers* and a *Guide to Accessing Services from PDD*. Both booklets have been well received by the community. Upon completion of the latter guide, plans were developed to offer regular orientation sessions for families, individuals and community service provider staff who need a general orientation to the services offered by PDD.
- Another highlight of the 2000 – 2001 year was an invitation to present to the joint Calgary Regional Health Authority (CRHA) and Calgary Mental Health Board Executive Committee on the need for a Dual Diagnosis Clinic. For many years, a local committee has been grappling with the need for mental health services for individuals with developmental disabilities; however, over the last few years the mental health system in Calgary has become even more difficult to access. The request for a presentation indicated a loosening up of the restrictions and the possibility of being included in the next business plan for this organization.
- Protocols were developed and formally signed off among Children with Special Needs (Handicapped Children's Services), Child Welfare and PDD. This has helped delineate the responsibility of each area in providing supports to individuals during their transition from children's to adult services.
- Early in the fiscal year, it appeared that the Mount Royal College might drop the Community Rehabilitation Studies program. Through the coordinated efforts of members of the Advisory Council, a number of presentations in support of the program were made to Faculty Council (including one from PDD), and the program was subsequently maintained.
- In February 2001 PDD jointly sponsored a Resource Fair with the two school systems. The majority of PDD service providers took part along with AISH and the Office of the Public Guardian. The response from families, teachers and service providers was excellent.
- Committees dealing with transportation, relief and respite, aging, training and development, and the difficult to serve population are all working actively to develop work plans, components of which will be incorporated into the 2002/03 – 2004/05 Business Plan.

INTERNAL BOARD OPERATIONS

- Administratively, the Board has made significant gains in streamlining its meeting procedures to provide ample time for all required items, but still provide the opportunity for community meetings and community input.
- With the new Outcome Planning process providing direction, the Board has increased the ease with which it can review its own progress, and that of the CEO, at regular intervals and begun a process of monitoring its governance policies, thereby looking critically at its own operations.
- In March the Board held an orientation for Board members — old and new. The major focus was information on, and awareness of, PDD operated services and the supports being funded by PDD in our communities.
- A board sub-committee examining the development of a code of ethics for the field of community rehabilitation sponsored a workshop in February 2001. This was funded by a grant from the Foundation and was attended by self-advocates, families, guardians, and service provider and PDD staff representatives. A report is being compiled that will form the basis for a code of ethics for this region.

INTERNAL PDD INITIATIVES

- Considerable work was completed by PDD Management Committee to develop a Calgary based employee rewards and recognition program. Employees were surveyed and preferences collated. A contest to name the program was held and management and the Board sponsored a formal kick-off event in mid-November. This activity was well received by the 100 staff members who attended. A consultant was hired in January 2000 to complete focus groups with employees and draft guidelines, nomination forms and awards criteria.
- During 2000 – 2001 we continued to refine the Review Team process. This process allows for a review of all new service requests for both Individualized and Contract Funding. The Centralized Eligibility Screening process (formerly called Centralized Intake) has also been enhanced and clarified. For those situations where we are unsure of the validity of the available testing, or simply feel that both the consumer and PDD would benefit by more information regarding an individual's presenting concerns, we have developed a relationship with a company that can provide us with specialized assessments upon request.
- Scenic Bow/Legion Group Homes are now supporting Alberta Association of Rehabilitation Centres (AARC) Basic Skills Training for all Rehabilitation Practitioner 1 staff. The first staff member has just completed the course work and a number of others are in progress. This project has a three-year timeline, at which point it will be evaluated and a decision made whether to continue with other staff classifications.

FUTURE OPPORTUNITIES AND CHALLENGES

- Our challenges are also our opportunities. Challenges provide opportunities for joint problem solving and for working closely together to determine new ways to deal with the problems. During the last few years we have gained experience working with our stakeholders, and with this experience we can avoid some of the pitfalls we have faced in the past. Pressure for services from individuals with concerns other than a developmental disability is increasing. Service providers continue to experience difficulties with staffing turnover and recruitment, and with rising infrastructure costs.
- The issue of Human Resources for this field will not be fully addressed by wage increases. The *Human Resources Workforce Strategy* paper commissioned by the Provincial Board, must now be analyzed, priorities established, and concrete plans developed to address the problems and concerns. This will be a challenge that will need the cooperation and coordination of all stakeholders in all regions. The Calgary Region will be a willing and active participant. Locally, we have developed a Training and Development Committee through the Service Provider Council that is in the process of examining training issues and opportunities in this region, and developing recommendations on how stakeholders can join forces to address the burden of "after recruitment" training that is currently sapping the resources of each individual service provider.
- Coordination and partnership with Home Care remains a challenge, but now appears to be a possibility. We are embarking on a process of developing joint protocols and are very optimistic that this will evolve into procedures to share funding and supports for some individuals. Calgary Mental Health is becoming increasingly responsive, and we look forward to the development of the Dual Diagnosis Clinic that will coordinate the resources of select services from PDD and the Alberta Mental Health/CRHA mental health initiative.
- Within PDD, we are effecting a staff reorganization that we anticipate will strengthen our front-end services and make access to our supports more transparent and user friendly. This change will be supported by the addition of community development and public relations components, to aid us in the implementation of a stronger service development focus and better communication with the PDD community and the community at large.
- Appropriate accommodation for our PDD office continues to be a challenge. We have now outgrown our current office space, and the addition of staff to better serve our community will have to wait for a physical move. We would like to relocate to a store front type situation where we would be more accessible to individuals both from a physical and aesthetic point of view, where there is ample parking for meetings, where we can better facilitate self advocacy and better fulfil our mandate of community governance.
- The challenges being faced by the Calgary Region Community Board are not significantly different from those faced by other regions. Mandate remains a challenge when determining eligibility for services from PDD. We are experiencing an ever-increasing number of individuals requiring services within a limited budget and within a service system that is quickly reaching its maximum delivery capabilities.
- PDD is demand driven with an excellent range of services. There is no accurate method of determining demand ahead of time, and this means that our staff resources, and often our financial ones, can fall behind the demand for supports.

MESSAGE FROM THE CHAIR

The last year of the South Alberta Board's three-year mandate was memorable in that the Board was able to reflect on accomplishments and challenges since 1998, when it tentatively took over the reins from Alberta Family and Social Services. No one at that time could have envisioned that we would be part of three Ministries in three years with an equal number of Ministers. Two of our original Board members resigned for personal reasons half way through our term, and a further three members did not apply for re-appointment. However, in welcoming our two new members in early 2000, and two more early this year, we also gained from the fresh outlook that each new member brought to the Board.

On May 5, 2001, we lost one more member of our Board, Roy Stelfox, who passed away quietly in his home. Roy was a founding member of the Board and tireless in his responsibilities as a Board member. He exemplified the role of the Community Board member in the way in which he listened to individuals, families, guardians and community service agencies. He also made sure that people had a response to any questions asked of him. Roy was truly caring in carrying out his responsibilities as a member of the PDD South Alberta Board.

The challenge of articulating what Community Governance is has presented a wonderful array of opportunities for our Board members to discuss, debate and embrace. Any limitations or shortcomings we faced in striving to meet our goal were mostly the result of our hesitation in "seizing the moment."

We continue to meet with and to invite comments, feedback and recommendations from those we support, families, guardians, service agencies and other community groups. We have expanded our methods of communication and continue to seek ways to encourage an ongoing dialogue with the many individuals and groups involved with the PDD South Alberta Board.

Our staff commitment to the mission and vision of the Board is reflected in the support and encouragement they provide to persons funded by the Board. Feedback from individuals receiving service and their families and guardians continue to reinforce the right to live lives of inclusion. Our energies for the future will continue to focus on: education and awareness of the opportunities available for persons with a developmental disability; supporting flexibility and innovation in services and supports; developing and maintaining partnerships; and creating interdependent communities. We know what the future can be; the challenge will be to make it happen.

Sharon Rowntree, Chair
South Community Board

PEOPLE SERVED:

The PDD South Alberta region covers the area from the B.C. border to the Saskatchewan border and from the U.S. border north to Nanton in the west and Bassano in the east. The Board supports approximately 975 adults who receive services and supports through 30 urban and rural service providers. The PDD South Alberta Board budget is $36 million.

HIGHLIGHTS 2000 - 2001

- Continuation of meetings, forums and other opportunities for direct communication between adults with developmental disabilities, families/guardians and community service agencies.
- Introduction of South Alberta Board website.
- Visits to community agencies across the region to meet with boards and staff.
- Funding of Leadership Today training and Board meeting with successful graduates.
- Development of a schedule of events for the 2001 - 2002 fiscal year to include PDD.
- Open houses, public meetings, agency visits, meetings with community/provincial stakeholders, business planning meetings, etc. In all, the Board organized 25 separate events intended to increase its visibility and to ensure that it meets with, and hears from, individuals, families/guardians and community service providers, etc.

FUTURE OPPORTUNITIES AND CHALLENGES

OPPORTUNITIES

The PDD South Alberta Board believes that the future should be one in which persons with a developmental disability, families/guardians and community service agencies will be interdependent upon each other. All planning, services and supports will be focused on individual expectations and requirements with all stakeholders working with the individual and/or their family and guardian.

To further this goal, the PDD South Alberta Board will support and encourage the development of a regional self advocate advisory group and a regional advisory group representing families and guardians.

FUTURE CHALLENGES

Changing needs of individuals, as well as new people entering the service system, are presenting more complex support requirements requiring better trained community agency staff in order to respond.

More innovative means to support people given the uniqueness of the presenting need.

Training for families/guardians in accessing and determining kinds of services and supports they would like or require.

More effective means of communication between PDD, individuals, families/guardians and between service providers, individuals, families/guardians and PDD.

Within PDD, need to address increasing expectations of staff, while recognizing limited manpower resources.

BOARD MEMBERS

Sharon Rowntree, Chair
Shirley Maurer, Vice Chair
Ken Dickie
Sylvain Bellefeuille
Jackie Thornhill
Don Saunderson
Roy Stelfox
John Bakkering (Term Expired)
Gordon Kopperud (Resigned)
Jim Johnson Peek, Chair (Term Expired)
Gunther Laubenstein (Term Expired)

MESSAGE FROM THE CHAIR

I am pleased to report on results achieved by the Michener Facility Board and staff for the 2000 - 2001 period.

The Board's consistent focus has been in continuing to seek improvements for individuals living at Michener and Youngstown. Through the extensive range of initiatives brought forward through the Board and management, there have been many changes, and successes achieved by individuals and staff, at Michener Services.

Ongoing changes to physical space, opportunities for individuals, along with enhanced planning processes, team involvement and continuing emphasis on creating a positive culture have been important in supporting individuals and involving guardians and families.

A number of activities and events, such as the Millennium Conference, Basic Skills Training, development of Alternative Options, ongoing Quality Improvement, continued support for the Resident Councils (formal groups established and run by the individuals living at Michener and Youngstown) and the many home-based activities and improvement initiatives, contributed significantly to the lives of the people who live at Michener and Youngstown.

During 2000 - 2001, the Board and management also spent considerable time and energy in responding to the requirements of the Bridge Fund Relinquishment motions of the Provincial Board.

These motions specified that the Michener Board was to relinquish funds based on a declining population. All areas and options were thoroughly reviewed to ensure that actions proposed would minimize impacts on the people who remained living at Michener and Youngstown.

Plans were approved in March and implementation of several changes commenced and will be continuing throughout the next year.

Operational achievements during 2000 - 2001included receiving the Premier's Award of Excellence (Silver) for Camp L. G. Barnes, an outdoor lakeside camp facility, owned by the Society of Parents and Friends of Michener Services, that provides unique recreational experiences for individuals.

We were also very pleased that the Premier Ralph Klein visited Michener in October and spent time talking with individuals who live at Michener, parents and the Board.

The Board continued a dynamic partnership with the Society of Parents and Friends of Michener Services through regular meetings and ongoing informal dialogue. This partnership continues to be an important factor in the ongoing drive to "do whatever it takes" to support the individuals living at Michener and Youngstown.

During the year, due to resignations, the Michener Board began operating with seven members, down from the previous nine. With this reduced number, the workload expectations for Board members increased, and I do acknowledge and thank all Board members for their ongoing commitment and contribution.

Being involved in supporting individuals through the Michener organization continues to be very rewarding. I invite you to share our progress, successes, and achievements as you read through the more detailed notes about some of our many results.

Sincerely,
Blair Lundy, Chair
Michener Board

PEOPLE SERVED

- Four hundred and twenty seven (427) people lived at Michener and 21 people lived at Youngstown at the beginning of the year. During the year, six people moved to Michener and two people moved to Youngstown. Also during the year, 22 people moved away from Michener and 15 people died. At the end of the year, 397 people lived at Michener and 22 people lived at Youngstown.
- Individuals have an average age of 52. Sixty-one (61) people are 70 years of age or older. Over 210 people require wheelchairs to aid with mobility. Most individuals have lived at Michener for over 30 years. Many individuals have significant health maintenance needs.
- Two hundred and ninety three (293) people have private guardians.
- Michener also supported 17 individuals who required temporary respite care.
- The Wellness Center supported 205 individuals (11 from outside of Michener) who stayed temporarily while recovering from surgery or who received other needed temporary medical support. Many of these individuals would have otherwise required admission to the Red Deer Regional Hospital.
- Individuals from the surrounding community also come to Michener for dental services, and for a number of vocational, social, leisure and other activities. Michener facilities and services (swimming, theatre, games areas, dances, pastoral care and volunteers) assist many people enjoy a rich life.
- A thriving partnership with the Society of Parents and Friends supports Camp L. G. Barnes, a year round camp facility that provides individuals with outdoor lakeside experiences.

HIGHLIGHTS 2000 - 2001

- Received Premier's Award of Excellence (Silver) for Camp L.G. Barnes. This is Michener's third award in two years.
- Implemented Michener Services Employee Recognition Program.
- Established Resident Council at Youngstown and continued to support the Resident Council at Michener.
- Completed the Creating Culture sessions for all staff and started Creating Culture 2 sessions.
- Four hundred (400) staff members completed the mandatory Basic Skills Training program.

BOARD MEMBERS

Blair Lundy, Chair
Barb Sheppard, Vice Chair
Jenny Fehr
Robyn Jaffe
Gordon Pearce
Jerry Muelaner
Lorne Stuart
Paul Gowans (Resigned)

- Continued development of the Lifestyle Planning Process for all individuals.
- Continued actions aimed at improving the integration of medical, psychotropic drug review, lifestyle, and general service information for each individual.
- Developed and began implementation of actions plans aimed at addressing areas of the CET standards which were not met in the initial review.
- Initiated alternatives options for individuals who wanted to explore new daytime activities and experiences.
- Implemented changes to laundry services for each of the homes at Michener that allows for increased participation by individuals and home staff.
- Coordinated information visits by staff from community service providers.
- Completed the movement of people from a no longer suitable home to a home that ensures ongoing accessibility and safety.
- Continued extensive staff development and training programs.
- Began, in partnership with Red Deer College, long distance delivery of the Rehabilitation Diploma program for staff working at Youngstown.

FUTURE OPPORTUNITIES AND CHALLENGES

Michener Services occupies a unique position in the array of service and support options available for individuals with developmental disabilities and their families. There is a wide range of residential, medical, dental, leisure, social, recreational, work and transportation supports available to assist individuals in choosing what makes sense to them. The wide range of supports and opportunities are highly valued by individuals and by the parents and friends of the individuals who live at Michener.

Michener met CET certification standards in early 2000. We continue to face significant challenges in improving the housing options available to individuals living at Michener. Developing accessible housing so individuals can 'age in place' is a key Michener priority.

Michener will continue to seek to work closely with the overall PDD community in supporting the individuals living at Michener and Youngstown in the most effective manner possible.

OPPORTUNITIES

- To continue to support the lives of people who live at Michener and Youngstown;
- To further support individuals in shaping their own lives;
- To develop partnerships with other organizations and service providers;
- To provide outreach services and staff development;
- To provide respite care to families and consumers supported by other service providers;
- To provide public education, increase awareness of Michener Services; and
- To establish Michener Services as a part of, not apart from, the PDD and broader communities.

CHALLENGES

- Ensure capacity to respond to the diverse needs of the individuals we support;
- Ensuring services respond appropriately to an aging population;
- To provide the best possible housing options for individuals who live at Michener and Youngstown;
- Ensure community perceptions are based on current realities;
- Operating with uncertainty about potential changes in governance of the Michener Board;
- Operating with uncertainty about the long term plans for Michener and Youngstown;
- To continue to ensure that individuals who live in homes at Michener and Youngstown are included as full citizens in both their local community and in the broader PDD community;
- Operating with continuing expectation of decreased annual allocations;
- Reducing the number of people living together in each home while facing restrictions in renovations, remodeling and allocations;
- Transferring funds in a manner that supports individuals who choose to move from Michener, without jeopardizing the level of care for individuals who remain; and
- Maintaining skilled and committed staff.

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FOR ADDITIONAL INFORMATION ON PDD BOARDS PLEASE VISIT OUR WEBSITE AT

WWW.PDD.ORG